

FRESNO, CALIFORNIA

CLASS SPECIFICATION

STAFF ASSISTANT

FLSA STATUS:

Non-Exempt

CLASS SUMMARY:

The Staff Assistant is the first and entry level in a two level Management Analysis series. Incumbents interpret and apply policy and procedure and conduct basic research of data, codes, and law and perform activities focused on customer service and general office support, complaint resolution, and problem-solving.

The Staff Assistant is distinguished from the Management Analyst, which has responsibility for performing professional level research and project or program design activities.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

1.	Prepares and processes a variety of records and documentation associated with new hires, terminations, payroll issues, budgets, purchasing, accounts payable, accounts receivable, applications, workers' compensation, service requests, delinquent accounts, and/or other applicable items in assigned area of responsibility; maintains associated files.	Daily 0-20%
2.	Collects and compiles a variety of data in support of assigned departmental operations and prepares related reports associated with operational, administrative, fiscal, and/or personnel activities.	Daily 20%
3.	Serves as a liaison and primary point of contact with citizens and the general public to determine desired service outcomes; researches and resolves problem issues.	Daily 20%
4.	Assists in preparing operational and procedural manuals and/or division or departmental website.	Daily 0-10%
5.	Participates in a variety of meetings, committees, and/or other related groups in order to receive and convey information.	Daily 5%
6.	Interprets and explains applicable rules, administrative orders, codes, ordinances, resolutions, policies, and procedures to internal staff and/or external parties.	Weekly 20-25%
7.	Assists in reviewing and analyzing operating policies and procedures in assigned area of responsibility and makes recommendations for improvement or modification based on findings.	Weekly 0-5%
8.	Monitors and maintains inventory, including initiating the procurement of replacement materials.	Weekly 0-5%

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9.	Plans and coordinates special events, meetings, and/or other applicable events.	Occasion- ally 5%
10.	Performs other duties of a similar nature or level.	As Required

Training and Experience (positions in this class typically require):

- Associate's Degree in related field and two years of related experience in area of responsibility.
- OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Two additional years of qualifying experience may be substituted for the required education.

Licensing Requirements (positions in this class typically require):

Some positions, based on assignment, may require:

- Basic Class C license.

Knowledge (position requirements at entry):

Knowledge of:

- Principles, policies, practices and operations in assigned area of responsibility
- Office procedures, principles, practices and equipment
- Customer service policies, principles and practices
- Analytical methods and techniques
- Applicable Federal, State and Local laws, codes, ordinances, policies, procedures, rules and regulations
- Research methods
- Local government structure and procedures
- Data collection and analysis techniques

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Skills (position requirements at entry):

Skill in:

- Using computers and applicable software applications
- Providing customer service
- Researching and resolving conflict
- Mediating difficult situations
- Coordinating activities with multiple interested parties
- Interpreting, applying, and explaining applicable laws, codes, ordinances, policies, procedures, rules and regulations
- Prepare and proofread clear, concise, and comprehensive reports, records, and other written documents
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business/organizations, elected and appointed officials, etc. sufficient to exchange or convey information and give and/or receive work direction

Physical Requirements:

Positions in this class typically require: Feeling, finger dexterity, grasping, hearing, repetitive motions, seeing, talking, bending, kneeling, lifting, reaching, standing, stooping, walking, balancing, climbing, crawling, crouching, pulling and pushing.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Incumbents may be subjected to fumes, odors, dusts, poor ventilation, extreme temperatures, travel, and environmental hazards.

Note:

The above job specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates (LM)

Date: 12/2007

Reviewed by the City of Fresno

Date: 5/2008